

# DIABETES QUALITY CARE MONITORING SYSTEM

## QUALITY IMPROVEMENT *REPORT*

Fall 2005  
Vol. VI Issue 3

MT DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES

This issue of the Diabetes Quality Care Monitoring System – Quality Improvement Report (DQCMS-QIR) highlights information about preventive care practices, as well as step-by-step instructions on how to use DQCMS to send immunization recall/reminder letters.

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### Preventive Care Practices Among Persons with Diabetes – United States and Montana, 1995 and 2001

Effective interventions are available to persons with diabetes that can prevent or delay the development of serious health complications such as lower limb amputation, blindness, kidney failure, and cardiovascular disease. However, the use of preventive care practices is lower than recommended, and the national health objectives for 2010 aim to improve care for all persons with diabetes. To assess progress toward meeting these goals, the Centers for Disease Control and Prevention (CDC) analyzed data including influenza and pneumococcal vaccination coverage, from the Behavioral Risk Factor Surveillance System (BRFSS). BRFSS is a state-based, random digit-dialed telephone survey of the noninstitutionalized U.S. population aged  $\geq 18$  years. This report presents findings from 1995 and 2001, which indicate that levels of preventive care practices among persons with diabetes in Montana and in the United States increased, but further efforts are

needed to improve care among persons with diabetes, reduce the burden of diabetes-related complications, and achieve the national health objectives for 2010.

BRFSS surveys are conducted in all 50 states, the District of Columbia, and three U.S. territories. Persons with diabetes were defined as respondents who answered “yes” to the question, “Has a doctor ever told you that you have diabetes?” Women who were told that they had diabetes only during pregnancy were not included. Persons who reported that they had diabetes were asked questions from the diabetes module on preventative care practices, including: “When was the last time you had an eye exam in which the pupils were dilated?” (eye examination); “About how many times in the last year has a health professional checked your feet for any sores or irritations?” (foot examination) and “About how often do you check your blood for glucose or sugar?” (self-monitoring of blood glucose at least once daily [SMBG]). All BRFSS respondents were asked two additional questions: “During the past 12 months, have you had a flu shot?” (influenza vaccination) and “Have you ever had a pneumonia shot?” (pneumococcal vaccination).

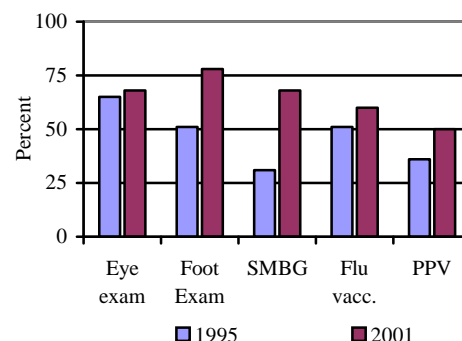
The age-adjusted rates of all preventive care practices **increased** from 1995 to 2001 in the U.S. In the U.S., the proportion of adults with diabetes reporting an annual eye examination increased from 59% to 66%, foot examination from 56% to 62%, SMBG increased 41% to 56%, influenza vaccination from 38% to 44%, and pneumococcal vaccination from 20% to 35%.

In Montana, the age-adjusted rates of all preventive care practices also increased from 1995 to 2001. The proportion of adult Montanans with diabetes reporting an annual eye examination increased from 65% to 68%, foot examination from 51% to 78%, SMBG from 31% to 68%, influenza vaccination from 51% to 60%, and pneumococcal vaccination from 36% to 50%. (Figure)

Many organizations and health care professionals in Montana have targeted their efforts to improve the level of diabetes care and to increase access and the quality of diabetes education. These efforts have contributed to the improved level of preventive care for Montanans with diabetes over the past seven years. However, the findings in this report emphasize the challenge to continue to improve care for Montanans with diabetes to reach the 2010 national health objectives and to reduce the morbidity/mortality rates associated with diabetes.

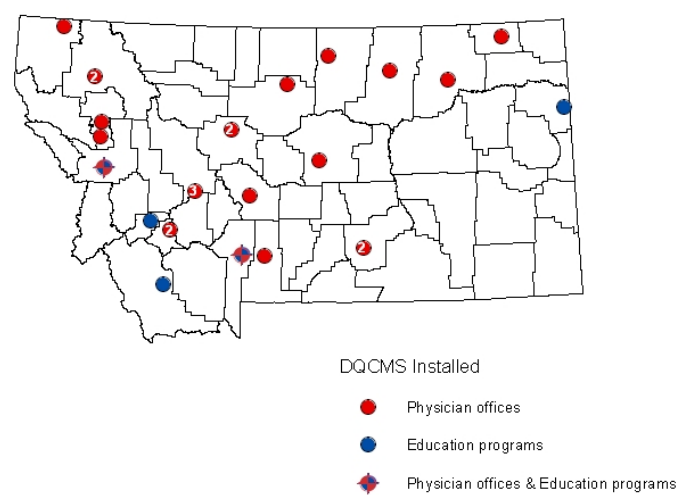
Reprinted from the Montana Diabetes Surveillance & Clinical Communication, October – December 2003 Issue. See [http://ahec.msu.montana.edu/diabetes/surveillance/O\\_D03.pdf](http://ahec.msu.montana.edu/diabetes/surveillance/O_D03.pdf)

Figure. Age-adjusted rates for diabetes care indicators among adults with diabetes in Montana, 1995 and 2001.

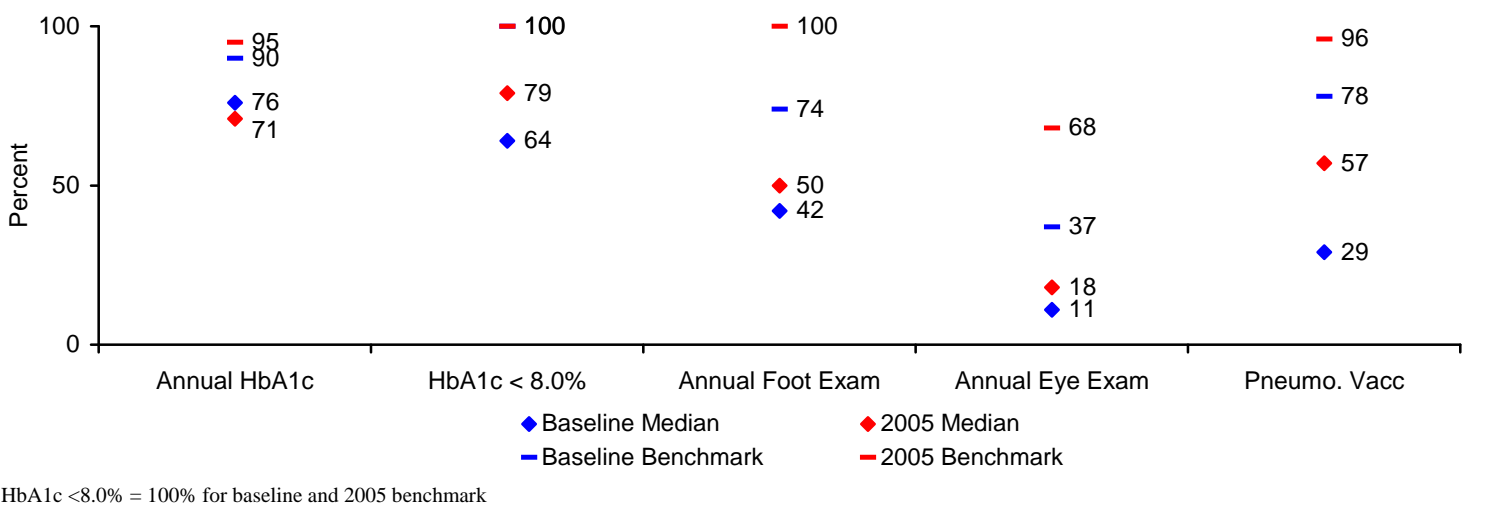


SMBG – Self-monitoring of blood glucose  
PPV – pneumococcal vaccination

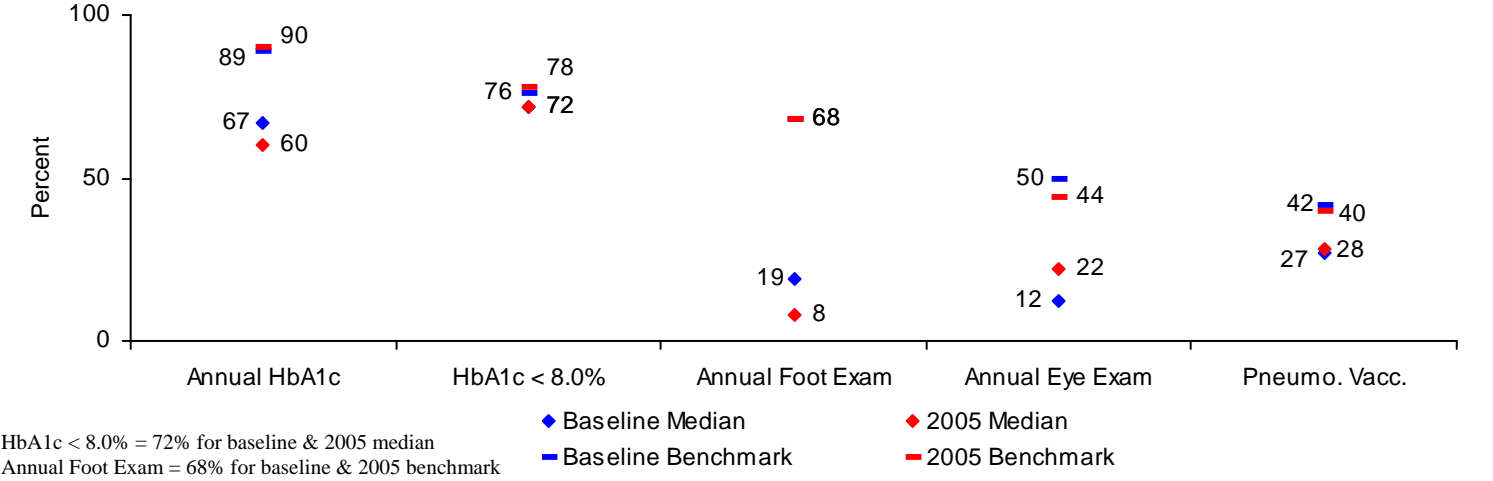
**FIGURE 1: PHYSICIAN OFFICES AND EDUCATION PROGRAMS PARTICIPATING IN THE DIABETES QUALITY CARE MONITORING SYSTEM (DQCMS) PROJECT, October 2005 (N = 29)**



**FIGURE 2: DIABETES CARE INDICATORS FROM MONTANA PHYSICIAN OFFICES PARTICIPATING IN THE DCMS/ DQCMS PROJECT, BASELINE (N = 22 CLINICS; 3,629 PATIENTS) AND OCTOBER 2005 (N = 23 CLINICS; 5,162)**



**FIGURE 3: DIABETES CARE INDICATORS FROM MONTANA DIABETES EDUCATION PROGRAMS PARTICIPATING IN THE DQCMS PROJECT, BASELINE (N = 4 SITES; 912 PATIENTS) AND OCTOBER 2005 (N = 5; 746 PATIENTS)**



## ~ Using DQCMS: To prepare immunization recall/reminder letters ~

The screenshot shows the DQCMSv1.4 interface. The 'Letters' menu is highlighted with a red box and arrow labeled 1. The 'Vaccination Letters' sub-menu is highlighted with a red box and arrow labeled 2. The 'Physician' dropdown menu is highlighted with a red box and arrow labeled 3. The 'View Letter' button is highlighted with a red box and arrow labeled 4. The 'Labels' dropdown menu is highlighted with a red box and arrow labeled 5. The 'Physician' dropdown menu is highlighted with a red box and arrow labeled 6. The 'View Letter' button is highlighted with a red box and arrow labeled 7. The 'Labels' dropdown menu is highlighted with a red box and arrow labeled 8. The 'View Letter' button is highlighted with a red box and arrow labeled 9. The 'Labels' dropdown menu is highlighted with a red box and arrow labeled 10. The 'View Letter' button is highlighted with a red box and arrow labeled 11. The 'Labels' dropdown menu is highlighted with a red box and arrow labeled 12.

### How to get the Letter:

1. Click on the "Letters" menu.
2. Go down to "Vaccination Letters," then go over to the letter you want and click.
3. A preview of the recall letter will appear on the screen.

### Editing the Letter:

4. To change the wording in the letter, click on "Maintenance," go to "Modify vaccination templates," select which letter you would like to change (or change them all). Editing the letter templates permanently changes the letter.
5. Be sure to insert your clinic phone number in your letters.

### Stratifying letters:

6. To select specific clinicians, go to the "Physician" box and click the drop down arrow, then select the clinician you want – this will ONLY produce letters for this clinician's patients.
7. To send letters to **all** of the patients in the DQCMS system, leave the "Physician" box blank.

### Generating the Letter:

8. Click on "View Letter". **DQCMS will automatically merge those patients who need the requested service into the letter.**
9. When you click "View Letter," you should see the patient names and addresses merged into the letter. Now go to "File". Then go to "Page setup". Now you can change the margins so the letter will fit onto your letterhead.

### Printing the letters:

10. Load the printer with your letterhead.
11. Go to "File," then "Print".

### Printing Labels:

12. After printing the vaccination letters, go to "Labels".
13. Highlight the size of labels you need (e.g., 5160) from the drop down box.
14. Once you select the size of labels, you will have a screen showing the label format.
15. Go to "File" and "Print". Be sure to put labels into your printer before printing!

~ Please see definitions at the end of page 4 of this issue of the QIR. ~



### **Staff Changes at MDP**

~ **Linda Stewart**, BSN, RN has joined the program as a Quality Improvement Coordinator and will be based in Billings. Please feel free to contact Linda at (406) 245-6003 or [lstewart@mt.gov](mailto:lstewart@mt.gov).

~ **Nikki Buck**, RN has relocated to Bozeman and is no longer working with MDP. We will miss her hard work and dedication!



~ **A Red Carpet Welcome to the new DQCMS site: ~**

⇒ Daniels Memorial Clinic, Scobey, Montana

(This clinic was one of the original DCMS sites in 1997 and has returned to the MDP project as a DQCMS Site.)

## **SAVE THE DATE**

**WHAT:** Cardiovascular Health Summit

**WHEN:** April 7<sup>th</sup>, 2006

**WHERE:** Grouse Mountain Lodge, Whitefish, MT  
(Call 406-444-5508 for more information)

### ~ Definitions for Immunization Recall/Reminder Letters ~

**Please NOTE:**

**Flu** – this function identifies patients in DQCMS who are eligible for a flu shot for the current (10/1/xx – 3/31/xx) flu season but who have already received a pneumococcal vaccine (PPV).

**Pneumococcal** – this function identifies patients in DQCMS who have no documentation that they have had the PPV but who have already received a flu shot for the current flu season.

**Flu/Pneumococcal** – this function identifies patients in DQCMS who are eligible for **BOTH** a flu shot for the current flu season and pneumococcal vaccine.

**Vaccination clinic** – identifies patients in DQCMS who are eligible for **BOTH** a flu shot for the current flu season and pneumococcal vaccine. It allows the clinic to identify dates and times for special vaccination clinics that you may plan.

**\* If you want to send a letter to all of your patients in DQCMS that are eligible for flu shots for the current season, you would need to do a flu letter AND flu/pneumococcal letter. \***